



## DEPARTMENT OF MOTOR VEHICLES CAREER EXECUTIVE ASSIGNMENT EXAMINATION BULLETIN

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

**DIVISION:** Licensing Operations Division

**POSITION TITLE:** CEA B, Chief, Driver Licensing Branch

**LOCATION:** Sacramento

**SALARY:** \$10,010.00 – \$11,924.00

**FINAL FILING DATE:** December 13, 2018

**This position may be subject to Department of Finance approval.**

POSITION DESCRIPTION
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Under the general direction of the Deputy Director, Licensing Operations Division (LOD), the Chief, Driver Licensing Branch (DLB) has the overall management responsibility for Financial Responsibility (FR), Issuance, Records Security and Identification Unit (RSIU), Abstract Processing Unit (APU), and Mandatory Actions Unit (MAU), which includes the Compulsory Financial Responsibility law, Civil Judgments, driver license (DL)/identification card productions, Commercial Driver License Information System, Problem Driver Pointer System, Alien Status Verification Index System, Social Security Number Verification, Legal Presence, Child Support, Interlock Installation Program, Administrative Per Se (APS), and Driving Under the Influence (DUI) mandatory actions. The Chief, Driver Licensing Branch is responsible for developing, recommending, and implementing departmental policies and procedures to ensure good business practices that address the needs of the public and California consumers, which is critical to the Department of Motor Vehicles' (DMV) mission.

Develops, evaluates, and recommends policies in accordance with the legislation, statutes, and regulations that affect the Department's mission critical FR, MAU, and DL programs. Provides oversight of the implementation of legislation and projects that impact the DL programs. Formulates and prioritizes the Department's DL objectives and goals, and develops and implements operational policies and procedures pertaining to the processing and issuance of DL and identification cards, FR Program, and MAU Program. Ensures DL record integrity and security, including the prevention and control of fraudulent activity. Oversees critical processes associated with legal presence, social security number verification, and child support to ensure privacy protection.

## **POSITION DESCRIPTION (CONTINUED)**

Performs personnel management functions, such as selection, training, and evaluation of subordinate managers, and taking or recommending appropriate action to resolve personnel problems. Promotes and maintains a friendly and productive work environment, and actively supports the Department's equal employment opportunity guidelines and policies. Oversees the handling of grievances and complaints filed on behalf of employees within the DLB.

Serves as a high-level department representative, advising the Directorate and Deputy Director on the development of policies and programs to ensure the effective implementation of federal and state regulations and legislative changes pertaining to DL operations. Handles controversial and sensitive matters and implements policies and programs that are of high interest to the public, media, and legislators. Represents LOD on departmental committees; meets with legislators, the media and industry; attends public meetings; and serves as a speaker or panelist on matters related to the DL, FR, and MAU programs.

Provides technical expertise and input on all DL, FR, and mandatory actions-related legislative bills, budget change proposals, and project proposals. Formulates goals and objectives; establishes priorities for achievement; reviews and adjusts operating performance relative to objectives and plans; reports progress; and makes recommendations to the Deputy Director.

Communicates effectively with the public, the media, legislators, and attorneys regarding the policies and procedures of the DLB. Serves as a high-level departmental representative with other governmental agencies, industry groups, and public organizations. Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

CEA examinations are open to all applicants who possess the knowledge and abilities, and any other requirements as described in the examination bulletin. Eligibility to take a CEA examination does not require current permanent status in the civil service.

## **KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

- (1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.
- (2) Ability to plan, organize, and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

## KNOWLEDGE AND ABILITIES (CONTINUED)

These knowledge and abilities are expected to be obtained from the following kinds of experience (experience may have been paid or volunteer; in State service, in other governmental settings, or in a private organization):

**CEA Level A.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Level B.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Level C.** Extensive managerial and program administrative experience, which has included substantial responsibility for a combination of management functions such as program planning, policy formulation, organization coordination and control, and fiscal and personnel management.

Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

## DESIRABLE QUALIFICATIONS

The following desirable qualifications are critical factors in job success for this CEA position. You must provide responses and specific examples for each of the desirable qualifications in your Statement of Qualifications. The responses and examples you provide may be the only tool used for determining your final score and rank for this examination.

1. Describe your knowledge of the California Vehicle Code, regulations and legislation, and your demonstrated ability to interpret, develop and implement policies.
2. Describe your demonstrated ability to analyze and solve complex problems using creative and innovative thinking, and your demonstrated ability to make decisions involving varied levels of ambiguity and risk.
3. Describe your knowledge of quality service principles; your demonstrated ability to ensure accurate and timely service; and your demonstrated ability to improve and implement processes through subordinate supervisors to meet customer service objectives.
4. Describe your experience in personnel management which demonstrates your ability to plan, organize, and direct staff, including achieving planned goals, objectives, and outcomes, training and development, staff motivation, recognition, and performance management.
5. Describe your well-developed interpersonal skills, and your demonstrated ability to communicate effectively both verbally and in writing with all levels of staff within and outside a department.
6. Describe your demonstrated ability to gain the confidence of executive and management staff, and your demonstrated ability to advise them on sensitive and complex issues.
7. Describe your well-developed project management skills; include a large project you managed from inception through implementation, where you analyzed and developed complex project plans and budgets to ensure the project was completed on time and within available resources.

## EXAMINATION INFORMATION

The Statement of Qualifications will be reviewed and rated by an examination panel. Candidates will be competitively ranked according to their qualifications using predetermined evaluation criteria consistent with the minimum and desirable qualifications for the position.

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The results of this examination will be used only to fill the position of **CEA B, Chief, Driver Licensing Branch, Licensing Operations Division** with the Department of Motor Vehicles and may be used to fill subsequent vacancies for this position for a period of up to 12 months. Standard State Applications (STD. 678) and Statement of Qualifications will be retained for 12 months. The Department may elect to consider new applicants in addition to those previously screened.

Questions regarding the examination process should be directed to Lisa Roper, Selection Analyst, at (916) 403-8339.

## FILING INSTRUCTIONS

Interested applicants **must** follow the filing instructions below. Applicants who fail to follow the filing instructions or fail to submit all items by the final filing date will be disqualified from this examination.

### 1. Complete a Standard State Application (STD. 678).

The STD. 678 is available through your CalCareer Account at [www.calcareers.ca.gov](http://www.calcareers.ca.gov).

The STD. 678:

- **Must** indicate the position title in the "EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING" box.
- **Must** include all title/job classifications, employment dates, and duties performed.
- **Must** have an original signature and date; STD. 678s submitted electronically using a CalCareer Account are considered signed and dated.

### 2. Complete a Statement of Qualifications.

A Statement of Qualifications contains your narrative explanations of how your education, training, experience, knowledge, skills, and abilities meet the minimum qualifications and DESIRABLE QUALIFICATIONS for this position. It is also your written presentation to the examination panel and serves as documentation of your ability to present information clearly and concisely in writing.

Cover pages, cover letters, and resumes **do not** take the place of the Statement of Qualifications.

The Statement of Qualifications:

- **Must** include specific examples addressing each of the DESIRABLE QUALIFICATIONS. The specific examples you provide on the Statement of Qualifications may be the only tool used for determining your final score and rank for this examination.
- **Must** be typed with font no smaller than Arial 10 point.
- **Must** be no more than two (2) pages in length (*one 8 ½" x 11" sheet with print on front and back is considered two [2] pages*).
- **Must** be clearly titled "Statement of Qualifications" at the top of the first page.

## FILING INSTRUCTIONS (CONTINUED)

### 3. Submit the completed STD. 678 and Statement of Qualifications by the final filing date using one (1) of the three (3) options below.

- **Electronic (Using Your CalCareer Account)**

Click on the "Apply Now" button on the job posting at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), follow the prompts, and print a receipt as proof of submission. Email or fax will **not** be accepted.

- **By Mail**

**Must** be postmarked by the final filing date. Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purposes of determining timely filing. Interoffice mail received after the final filing date will **not** be accepted. **Address for mailing:**

Department of Motor Vehicles  
Attn: Lisa Roper – CEA  
Selection and Certification Unit  
P.O. Box 932315, MS E678  
Sacramento, CA 94232-3150

- **Drop-Off**

**Must** be placed in the "Selection & Certification Unit Drop Box" by 5:00 p.m. on the final filing date. **Address for drop-off:**

Department of Motor Vehicles  
Attn: Lisa Roper – CEA  
"Selection & Certification Unit Drop Box"  
2415 1<sup>st</sup> Avenue, 1<sup>st</sup> Floor Lobby  
Sacramento, CA 95818

## SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application (STD. 678). You will be contacted to make specific arrangements.

## GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the minimum qualifications does not assure a place on the eligible list.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with the civil service laws and rules and all competitors will be notified.

## GENERAL INFORMATION (CONTINUED)

**General Qualifications:** All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely.

**Criminal Record Clearance:** Some positions within the Department of Motor Vehicles may be subject to fingerprint and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

*California Relay (Telephone) Service for the deaf or hearing impaired:  
from TDD phones (800) 735-2929; from voice phones: (800) 735-2922.*

**Classification Specifications are located at:**  
<http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>